

Agenda

GSE Customer Council Meeting

AMENDED AGENDA

Thursday, September 16, 2004

7:30 a.m. – 9:30 a.m.

Hoover Bldg. – Level A – EMD Conference Room

Meeting called by:

John Bradford, Chairperson

Attendees:

Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order

John Bradford

Approve Minutes of August 23, 2004 (Action Requested)

John Bradford

Follow-up to last GSE Customer Council Meeting

Mollie Anderson

Customer Relationship Management & Billing Project

Ron Bradley & Pat Harmeyer

Fleet & Mail Business Plan – answer any questions from Dale’s presentation on May 14, 2004

Dale Schroeder

* Initial discussion of the DHS Mail Issue – it was not provided 24-hours in advance because we are responding to a notice that was sent late in the date but of great importance.

Who controls what buildings? Why? Discussion

Pat Deluhery

How charter agencies could impact DAS/GSE

John Baldwin

Role of Customer Council

John Bradford

2005 Proposed Meeting Calendar

John Bradford

Open Discussion

John Bradford

Adjourn

Adjournment

John Bradford

Next Meetings

October 12 (Tuesday) – 1:30 – 4:30 EMD Conference Room

November 16 (Tuesday) – 1:30 – 4:30 EMD Conference Room

December 14 (Tuesday) – 1:30 – 4:30 EMD Conference Room

Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/

DAS Web Site:

<http://das.gse.iowa.gov>

